**PATIENT PARTICIPATION GROUP MEETING 1st March 2016**

**MINUTES OF MEETING**

**Attended:** 9 attended

**Apologies:** 3

**Resignation**: 1

**Minutes of last meeting** – agreed.

**Matters arising:**

PG advised that he had been unable to attend the network meeting.

Practice pharmacist attended the meeting to talk about her role as our Practice Pharmacist. She explained that she is part of a three year NHS England initiative enlisting 300 Pharmacists to work in GP Practices alongside GPs with a view to free up GP time.

Currently she assists with: -

* Prescribing for patients with chronic conditions
* Care plans for the elderly
* Prescribing costs
* Repeat prescription management
* Patients discharged from hospital – she reviews what medications have been changed, creates a care plan where appropriate and updates patient medication.
* She also looks at any potential over requesting and wastage of medication by patients, pharmacies and care homes.

**Feedback Regarding the Aims and Objectives of the group:**

**Patient survey** – there are 300 replies. We are currently waiting for the results to be collated.

**Improving access to appointments** – The Practice did trial a triage system. Although this did prove popular with some patients, it was underutilised and impacted heavily upon the availability of future face to face appointments.

The trial was reviewed and amended so that now we aim to have a third of GP appointments available to book up to five weeks in advance. Any patients needing to be seen for an urgent medical problem will always be offered an appointment the same day.

To increase our daily number of appointments all the GPs increased their appointments by one per session.

**Telephone Access** - The Practice is awaiting the arrival of a new telephone system. This will improve telephone access.

**Network Meeting:** The next meetingis on14/4/2016 at Skipton.

**Dementia Day / Awareness** - Keighley Memory Club meet at St Andrews twice a month. This is for both people with dementia and their carers. They also hold an over 50s is a drop-in centre and cafe that is open every Monday and Wednesday from 10am to 2pm.

**CCG Group Meeting:**

MY attended the meeting on 3rd December 2015.

Discussion took place regarding integrating health and social care. Two CCG members visited Spain to see how a truly integrated care model works. The visit was a huge success leading the CCG to ideas of how to develop our own model.

Currently, the provision of social care is experiencing difficulties. This is because Local Authority funding has been reduced leaving them unable to cover care home costs. Also, Care Quality Commission inspections have led to increased care/nursing home closures. Locally two homes have closed in the last six months with a loss of 70 beds.

The Stroke Service has improved since it was merged into one hyper acute strike unit at Bradford Royal Infirmary. However, patient feedback highlighted that support was needed after being discharged from hospital.

The CCG have funded a number of Community defibrillators. These have been distributed to different areas in order to aid people suffering cardiac arrest before the paramedics arrive.

**Next CCG meeting is**: Thursday 3rd March at 1.30pm.

To note: Documents associated with this meeting (Health Watch information, Community Maps Information and CCG AGM) are available in hard copy at the practice filed in the PPG folder please ask if you would like any copies of the documents.

**Future Meeting Agenda Items**

1. Patient survey results
2. Progress of the new telephone system
3. Recruitment of new members for the PPG
4. Community Health Maps

**AOB**

Eveyone at the meeting was very sad to hear that CB had resigned from the PPG due to his ill health and wished him all the best.

**Next PPG meeting planned for Tuesday 31st May at 5.15pm**.

Meeting closed at 6.45 pm.